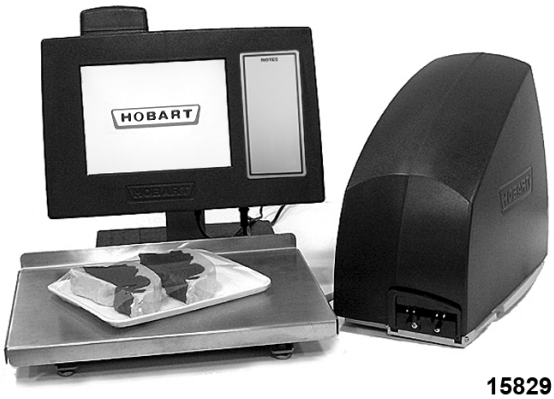
Access PrePack System
Operator Manual



15829

ML-29268	**EPP Printer**
ML-29269	**EPCP Console**

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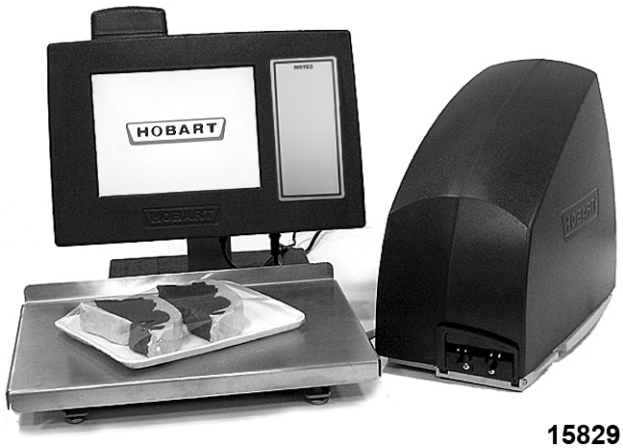
Chapter 1: Introduction

Introduction

Welcome

The Access PrePack System was designed as a meat room or produce back room scale. It gives you merchandising capabilities with multiple fonts, graphics, and label types.



Access PrePack System

All necessary operator data appears on the touch screen.

FCC Note

This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference; in which case, the user will be required to correct the interference at their own expense.

Verify Correctness of Weight and Price

Routinely verify label information. Check the multiplication of price per pound times weight, and check the scale weight against printed label weight. Weigh the same package several times to verify outcome consistency. Packages that weigh near the middle of the 0.01 lb. increment will normally vary up or down by 0.01 lb. Greater variation than 0.01 lb indicates the system needs adjustment. In such a case, or whenever necessary, contact your local Hobart Representative.

Operator Manual Terminology

This manual uses the following terminology for keystrokes and data manipulation procedures:

- The word TYPE means to touch a series of keys on the Operator Screen Numeric Keypad or the Operator Screen Alpha Keyboard.
- The word TOUCH means to activate an entry shown on the Operator Display screen.
- The word SELECT means to activate one item from a list brought up on the Operator Screen.

The following special instructions are used in the manual:

Note

A Note is information that you need to know, but is not an actual step in the process.

Tip

A Tip is additional information that may be useful when you are using the system.

Look At This

Look At This is information to alert you that you may be doing something that will permanently alter your system.

Chapter 2: Understanding the System

Understanding the System

The Access EPP Scale System can store information on thousands of products. Retail store information required for product handling and processing, such as PLU number, UPC number, Pricing, Tare, and Self Life is included. Consumer information describing products, such as NutriFacts, Safe Handling, Expanded Text, Health Tips, Meal Planners, Recipes, Cooking Instructions, and Merchandising Graphics is also included.

The scale should be installed and moved only by qualified Hobart Service Technicians. The system can operate in a temperature range from 32°F to 104°F (0°C to 40°C).

The following topics are discussed in this chapter:

- *Electrical Connections*
- *Console Communication Connections*
- *Using the Console*

Electrical Connections

A power cord is located on the back of the printer. Electric power of 120 or 208/240 volts, 50 or 60 Hz, 1 phase (2-wire plus ground) is required.

Console Communication Connections

On the Access PrePack System, in addition to the electrical connections, there are several ports that can be configured:

- RJ-45 Jack for an Ethernet Connector (TCP/IP)
  –OR–
- Wireless TCP/IP (located on the top of the console).
- 2 Type A USB Ports

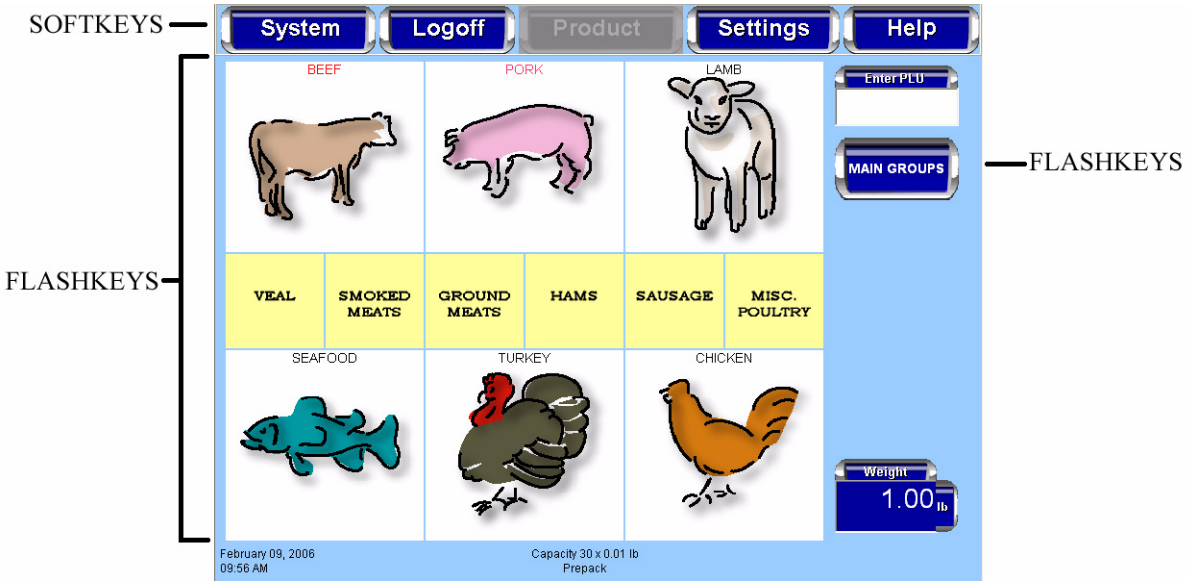
Using the Console

Console features:

- Operator Main Menu Screen - a touch-activated screen that provides access to product data and displays information to the user.

Operator Main Menu Screen

The Operator Main Menu Screen is a touch screen that enables you to enter information and move through the display screens.



Attributes	Functions
Softkeys	The softkeys on the Operator Main Menu Screen are used to access the drop-down menus, which show the subcategories of data available for selection.
Check Box	A check box enables or disables optional functions. A check mark or circle appears in the box when a function is enabled.
Text Box	A text box is a field into which you enter data.
Grayed Field	A grayed field indicates the field is not available for the current screen or transaction.
Flashing Cursor	The flashing cursor in a text box indicates that the field is currently activated and is available for data entry.
Light Blue Highlighted Drop-Down Menu	A drop-down menu subcategory shown in light blue indicates the drop-down menu subcategory has been activated and can be selected.
Flashkeys	The Flashkeys provide quick access to frequently used products and functions.
Numeric Keypad	The numeric keypad appears on the screen when numeric data is to be entered.
Alpha Keyboard	The alpha keyboard appears on the screen when alpha data is to be entered.

Chapter 3:
Chapter 3: Using the Access PrePack System

Using the Access PrePack System

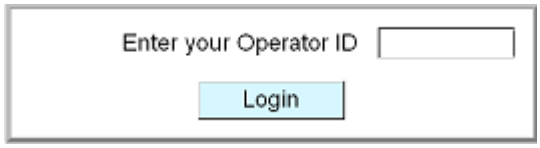
Power Up the System

To power up the Access PrePack System, use the on/off switch located on the back of the printer.

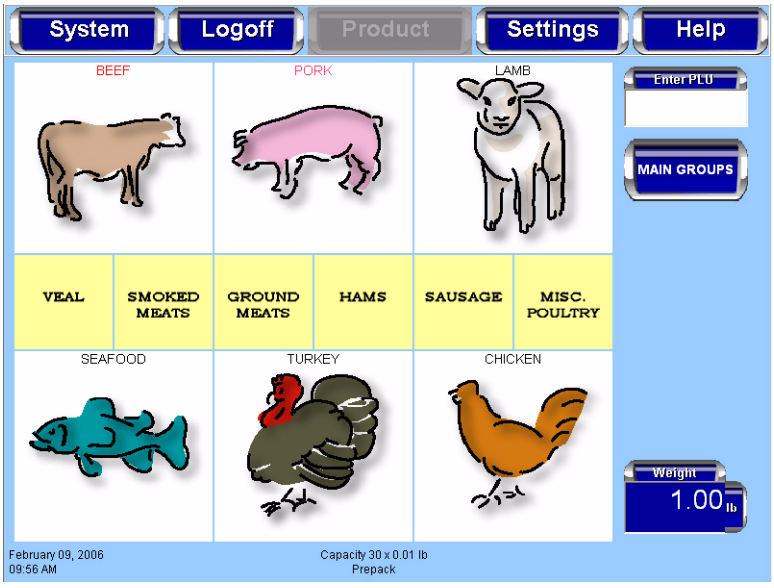
Logging onto the System

The Access PrePack System may require each operator to login before use. Not all system are setup to have operator's login.

The instructions for using this system are detailed in this chapter. To login to the system you should be at the ***Operator Login Screen*** shown below.



To Login to the System: TOUCH the Operator ID field and TYPE your Operator ID. You should now be on the ***Operator Main Menu Screen***.



To Logoff the Operator Main Menu Screen: TOUCH Logoff on the Operator Main Menu Screen. No further action is required. The Operator Login Screen will be displayed.

Shutting Down the System

The Shutdown feature is designed to stop all internal functions. Shutdown is required before power can be disconnected from the system.

To Shutdown the System:

1. From the ***Operator Main Menu Screen***, TOUCH System.
2. From the ***System Menu***, TOUCH Shutdown. A screen will appear and ask, "Are you sure you want to shutdown?"
3. TOUCH OK. A screen will appear and say, "The scale is shutting down. Please wait...."

Look At This

Shutdown may take a few minutes to complete depending on the size of the database in the scale. **DO NOT** disconnect power to the system during shutdown.

4. When the shutdown is complete, a screen will appear and say, "The scale has been shutdown. You may remove power from the scale.
   –OR–
   Press REBOOT to reboot now."
5. Remove power by using the on/off switch on the back of the printer.

Look At This

Do not remove power from the system by unplugging it. Always use the on/off switch on the back of the printer to power down the system.

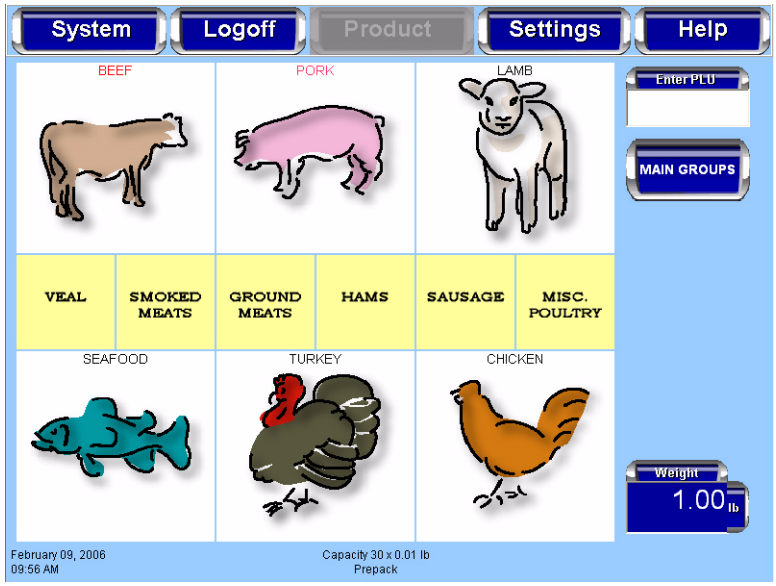
Operator Main Menu Screen Softkeys and Flashkeys

The Operator Main Menu Screen Softkeys provide access to drop-down menus showing available functions. The use of these keys, the screens accessed, and the functions performed through these keys are described in next section of this manual.

Note

The Product Softkey will only be available when a PLU is entered.

Flashkeys are the keys located below the Operator Main Menu Screen softkeys. These keys are configured individually for each system to provide quick access to products and functions frequently used.



Run Screen

The Run Screen displays product information for the PLU that is entered. The type of data displayed depends upon the product weigh type of the PLU.

The Run Screen displays the following product information, if applicable:

- Enter PLU Number
- Product Description
- Shelf Life Days (toggles to Sell By Date)
- Product Life Days (toggles to Best Before Date)
- Country of Origin Text (COOL)
- Tracking Number
- Product Image (optional)
- UPC Number
- Net Weight
- Total Price
- Print
- Film Tension (wrapper)
- Film Width (wrapper)
- Automatic Label Apply (toggles on/off)
- Automatic Wrap (toggles on/off)
- Automatic Label Print (toggles on/off)
- Tare (if applicable)
- Unit Price (if applicable)
- By Count (if applicable)
- Exception Price (if applicable)
- Volume (if applicable)

Note

System configuation may show different options.

Modifying the Run Screen

The operator can modify certain settings that display on the Run Screen. Only text fields with a white background can be modified. Text fields with a blue background cannot be edited and provide information only.

Note

- Changes made at the Run Screen will be in effect for the current product only. The scale will revert to the system default settings when a different PLU is entered.
- The Apply button, Wrap button, and Wrapper settings are only displayed on the Run Screen when a wrapper is attached to the system.

To change Text Field values: TOUCH the text field and SELECT the setting from the list –OR– TYPE the change on the pop-up Numeric Keypad or Alpha Keyboard. TOUCH Enter. The value change will be displayed in the text field.

To change the Film Tension setting: TOUCH the Film Tension field. The settings of High, Medium, and Low will be displayed. SELECT the desired setting. The setting selected will be displayed in the Film Tension field.

To change the Film Width setting: TOUCH the Film Width field. The settings of Narrow, Wide, and Automatic will be displayed. SELECT the desired setting. The setting selected will be displayed in the Film Width field. In the Automatic setting the system will sense the film width needed.

To change COOL: TOUCH the Country of Origin Text field. You should now be on the ***COOL Screen.*** See *Product Drop-Down Menu - COOL Screen* for information about modifying COOL. The setting changes made will be displayed on the Run Screen.

To change Automatic functions: TOUCH the automatic buttons on the screen to turn them on or off. If the indicator is green, then it is in automatic mode. If the indicator is red, then it is in manual mode. See *Automatic Settings* for more information about the automatic functions available on the Access PrePack System.

Automatic Settings

The Run Screen has settings for automatic or manual modes. In Automatic Mode the operation will be performed without the operator touching PRINT, as is required in Manual Mode. Automatic Mode is changed with the Apply, Wrap, and Label buttons. The button is in the Automatic Mode when the indicator is green and in Manual Mode when the indicator is red.

> **Note**
>
> The Apply and Wrap buttons are only displayed on the Run Screen when a wrapper is included in the system configuration.

Using Automatic Mode

There are different automatic modes available for use with the Access PrePack System. If your system is attached to an automatic wrapper you will have more functions available.

The automatic functions are:

- *Automatically Wrap, Print and Apply Label*
- *Automatically Print Label Only*
- *Automatically Print and Apply Label, No Wrap (Prepackaged Products)*
- *Automatically Wrap Only*

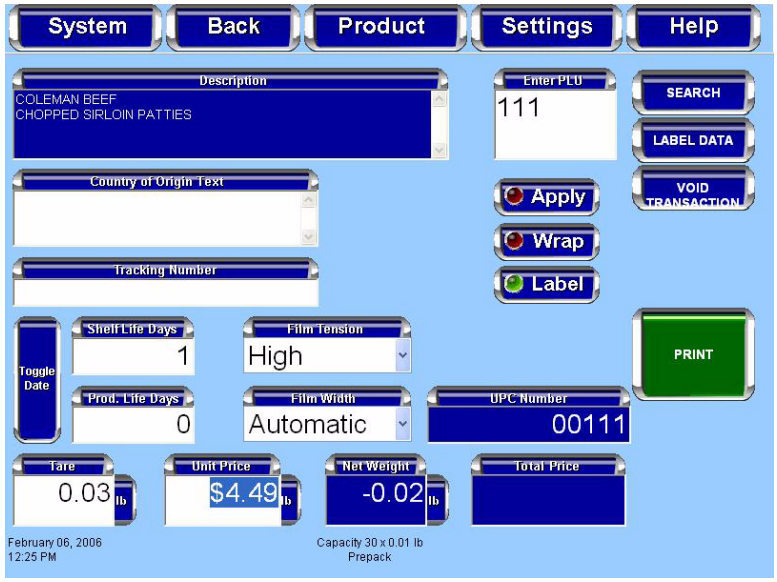
Automatically Wrap, Print and Apply Label

To wrap the product and print and apply a label in Automatic Mode: TOUCH the Apply, Wrap, and Label buttons until the indicators are green. The Enter PLU text background color is green.

A product is placed on the wrapper scale. The product will run through the wrapper and will be wrapped. A label will be printed when a stable weight has been sensed by the scale. The label will be applied to the product as the product emerges from the wrapper.

Automatically Print Label Only

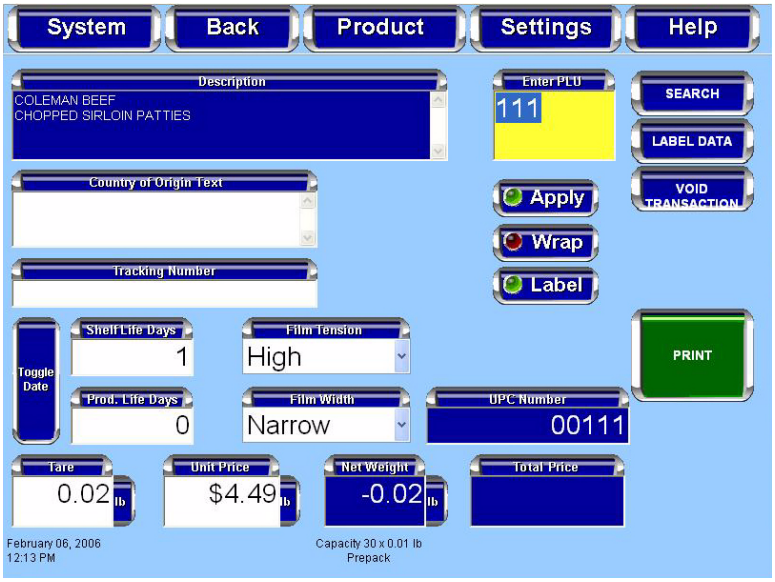
To print a label without applying the label in Automatic Mode: TOUCH the Label button until the indicator is green. TOUCH the Apply and Wrap buttons until the indicators are red. The Enter PLU text background color is white.



Place the product on the wrapper scale. A label will print automatically when a stable weight has been sensed by the scale. The label will not be applied to the product. Manually remove the label from the printer and apply to the product.

Automatically Print and Apply Label, No Wrap (Prepackaged Products)

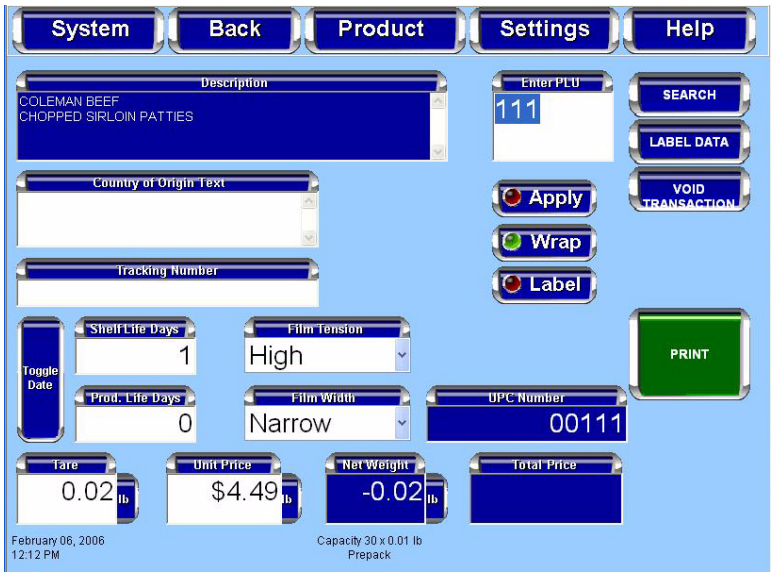
To print and apply a label to the product in Automatic Mode: TOUCH the Apply and Label buttons until the indicators are green. TOUCH the Wrap button until the indicator is red. The Enter PLU text background is yellow.



Place the product on the wrapper scale. A label will print automatically when a stable weight has been sensed by the scale. The product will travel through the wrapper and the label will be applied. The product will not be wrapped.

Automatically Wrap Only

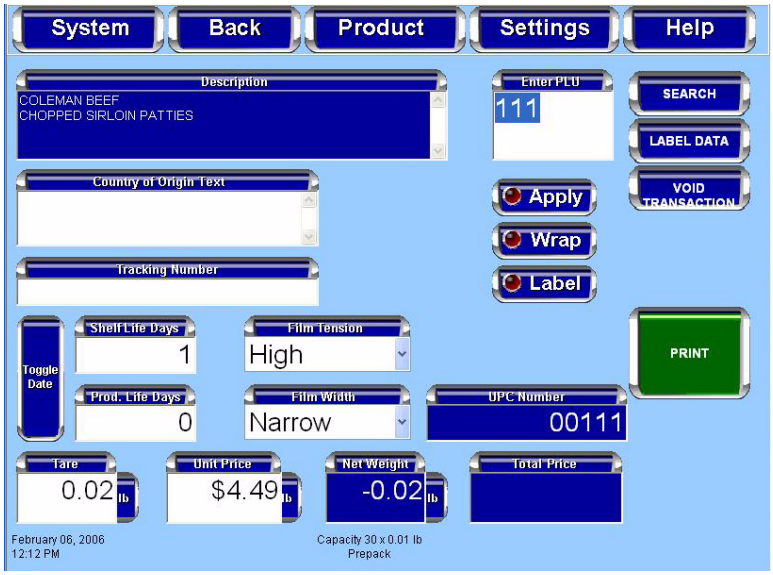
To wrap a product without printing or applying a label in Automatic Mode: TOUCH the Wrap button until the indicator is green. TOUCH the Apply and Label buttons until the indicators are red. The Enter PLU text background color is white.



A product is placed on the wrapper scale. The product will run through the wrapper and will be wrapped.

Manual Mode

To use Manual Mode: TOUCH the Apply, Wrap, and Label buttons until the indicators are red. The enter PLU text background color is white.

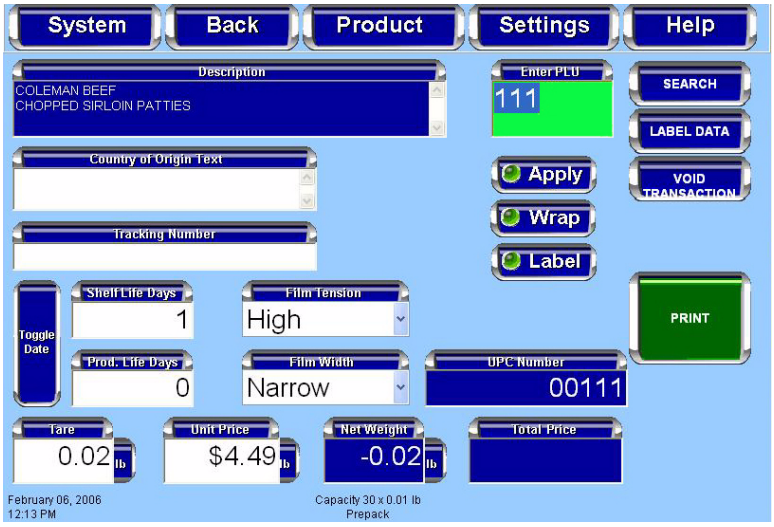


A product is placed on the wrapper scale. TOUCH Print to print a label.

Running a Product

Running a product is the basic function of the operator. This function allows the operator to select the PLU, weigh, wrap, print, and apply the label.

From the ***Operator Main Menu Screen***, TOUCH a Flashkey –OR– TOUCH the Enter PLU field and TYPE the product number on the Numeric Keypad. TOUCH Enter. You should now be on the ***Run Screen***.



Select the automatic setting for this run. See *Using Automatic Mode*.

Note

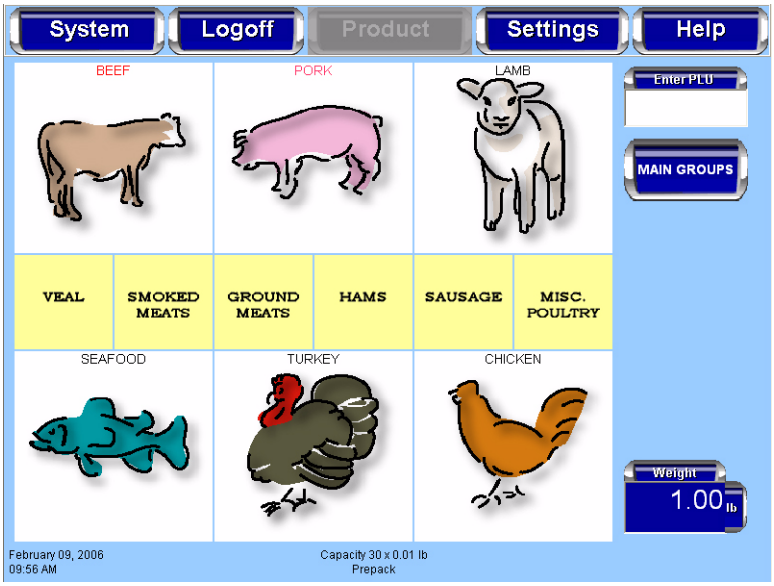
Make sure the product settings are correct before starting a run. To modify product settings, see *Modifying the Run Screen*.

To run in Automatic Mode: Place the product on the scale. The label will print automatically when a stable weight has been sensed by the scale.

To run in Manual Mode: Place the product on the scale. TOUCH Print to print a label. The label will print when a stable weight has been sensed by the scale.

Using the Operator Main Menu Screen Drop-Down Menus

Additional information is available through the softkeys Product, Settings, and Help located on the Operator Screen menu bar as shown on the Operator Main Menu Screen.



The Operator Main Menu Screen drop-down menus include:

Note

The Product Softkey will only be available when a PLU is entered.

For Product

- Label Data
- Label Placement
- Product Note
- Product & Shelf Life
- COOL
- Void Transaction

For Settings

- Wrapper Settings
- Printer Settings
- Date and Time
- Total Types
- Rezero Weigher

For Help

- Search
- Describe this Page
- Questions
- Operator Note
- Weights & Measures
- About Access

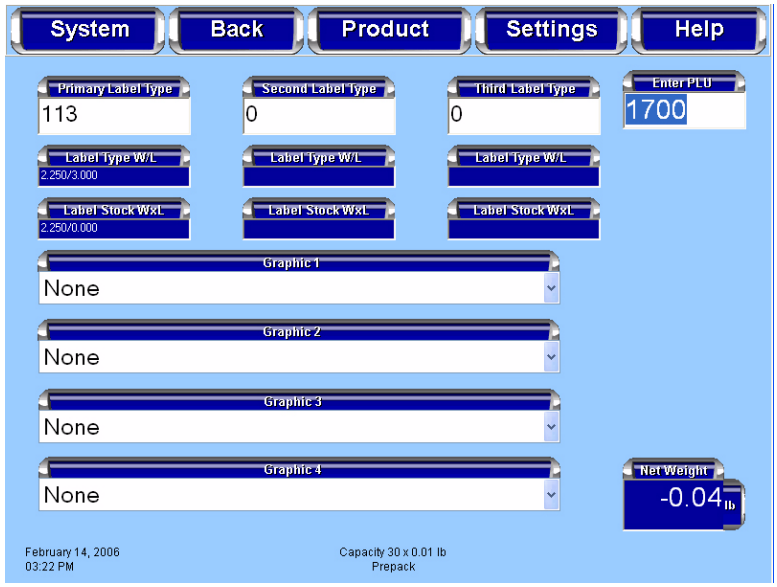
Product Drop-Down Menu

The Product Drop-Down Menu has the following selections:

- *Label Data Screen*
- *Label Placement Screen*
- *Product Note Screen*
- *Product & Shelf Life Screen*
- *COOL Screen*
- *Void Transaction*

Product Drop-Down Menu - Label Data Screen

From the ***Operator Main Menu Screen***, TOUCH Product. TOUCH Label Data. You should now be on the ***Label Data Screen***.



To change the Label Type: TOUCH the Label Type text box. The Numeric Keypad will be displayed. TYPE the label number or TOUCH clear to delete the label number and enter another one, then TOUCH enter to complete the label number entry. The width and length of the label will automatically be displayed below the Label Type text box.

Note

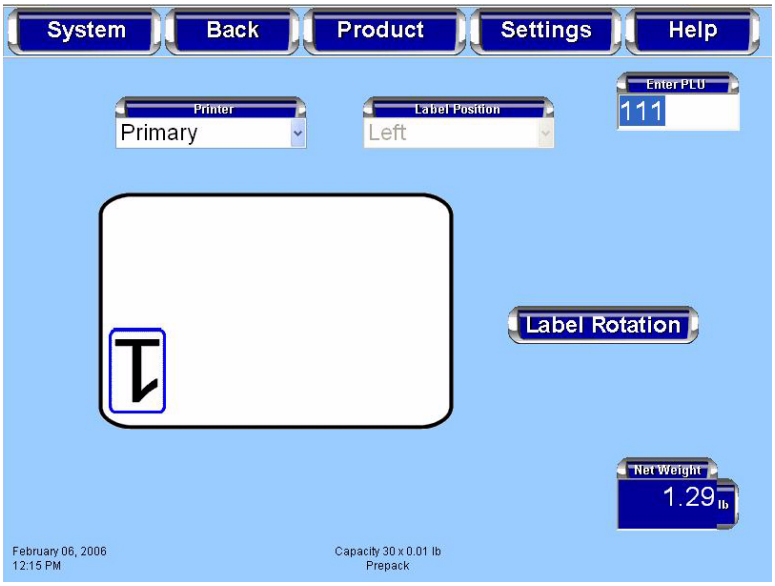
If in manual mode, TOUCH Print.

To change the Graphic: TOUCH the graphic field and SELECT from the list.

To exit this screen: TOUCH Back.

Product Drop-Down Menu - Label Placement Screen

From the ***Operator Main Menu Screen***, TOUCH Product. TOUCH Label Placement. You should now be on the ***Label Placement Screen***.



To change the Printer Selected: TOUCH the Printer field. The printer drop-down selections of Primary and Secondary will be displayed. SELECT the printer. The default settings for the selected printer will be displayed.

Note

If only a Primary printer is available the Primary printer text box will be disabled.

To change the Label Rotation: TOUCH the Label Rotation button until the label shown on the screen is in the desired orientation.

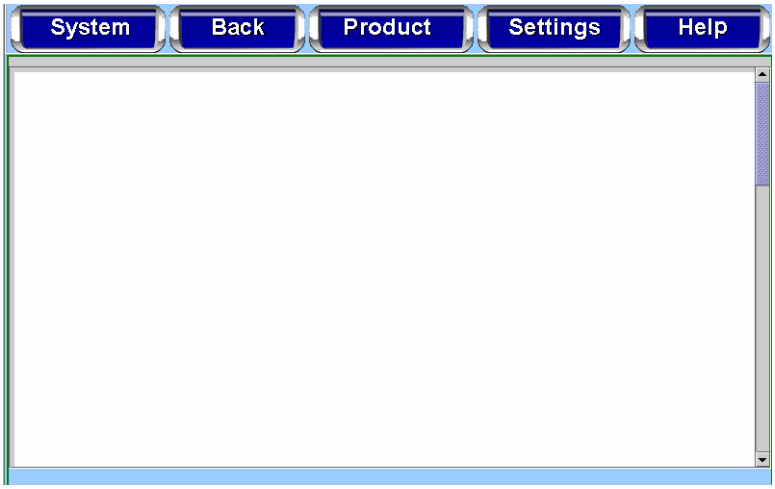
To exit this screen: TOUCH Back.

Product Drop-Down Menu - *Product Note* Screen

From the ***Operator Main Menu Screen***, TOUCH Product. TOUCH Product Note. You should now be on the ***Product Note Screen***.

Note

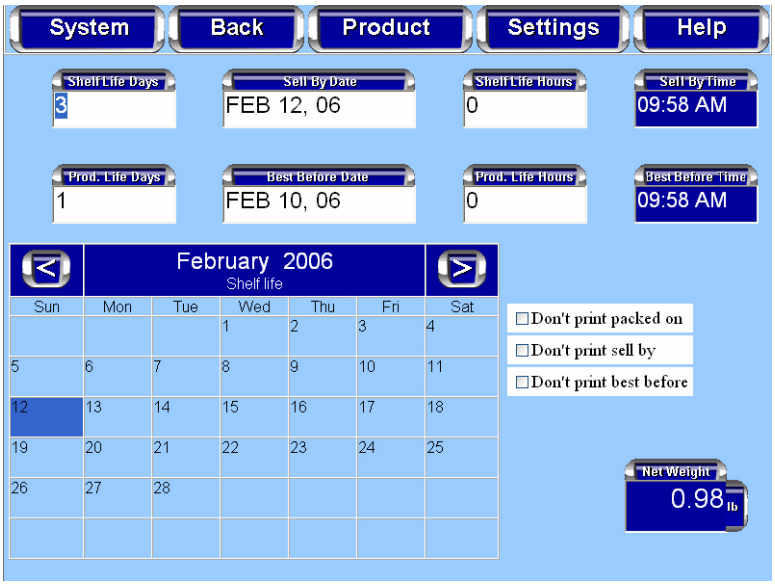
Not all PLU's have an associated Product Note.



To exit this screen: TOUCH Back.

Product Drop-Down Menu - Product & Shelf Life Screen

From the ***Operator Main Menu Screen***, TOUCH Product. TOUCH Product & Shelf Life. You should now be on the ***Product & Shelf Life Screen***.



To change the Sell By Date: TOUCH the Sell By Date box to activate it. The numeric keypad will be displayed. TYPE in the date using two digits each for the day, month, and year. TOUCH enter on the keypad. The new date will appear in the Sell By Date box as well as be highlighted in the calendar.

To change the Best Before Date: TOUCH the Best Before Date box to activate it. The numberic keypad will be displayed. TYPE in the date using two digits each for the day, month, and year. TOUCH enter on the keypad. The new date will appear in the Best Before Date box as well as be highlighted in the calendar.

Look At This

You can also use the calendar to change the best before or sell by date. TOUCH the sell by or best before date field. TOUCH cancel, then SELECT the date on the calendar.

To change the Month: TOUCH the arrow keys to the right and left at the top of the calendar.

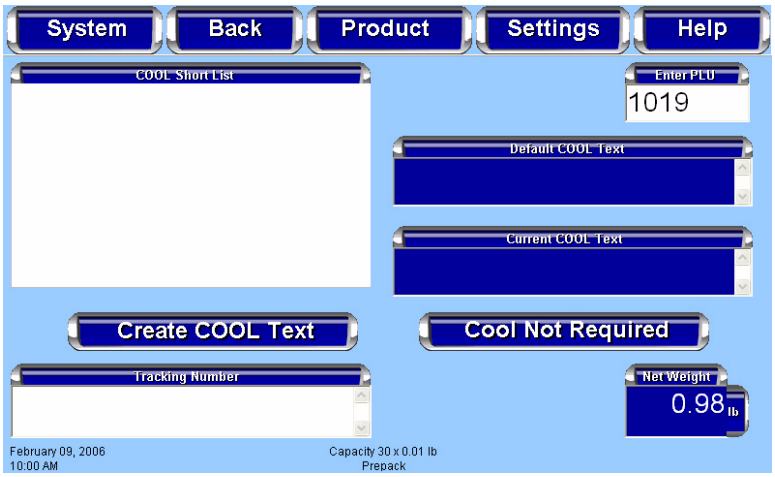
To exit this screen: TOUCH Back.

Note

The Best Before Date changes reflect a change in the Sell By Date.

Product Drop-Down Menu - COOL Screen

From the ***Operator Main Menu Screen***, TOUCH Product. TOUCH COOL. You should now be on the ***COOL Screen***.



To exclude COOL Data: TOUCH the Cool Not Required button.

To create COOL text: TOUCH the Create COOL Text button. You should now be on the ***Create COOL Text Screen***.

SELECT the appropriate production step from those listed in the Production Steps box. Repeat this procedure to SELECT the country from the list in the Country box in which the production step was performed. The production step and country selected will be displayed in the COOL Text box. If needed, TOUCH the Start Over button to delete the COOL text.

To exit this screen: TOUCH Back.

Product Drop-Down Menu - Void Transaction

From the ***Operator Main Menu Screen***, TOUCH Product. TOUCH Void Transation.

The current transaction will be voided. There will be no further indication on the screen that the transaction has been completed.

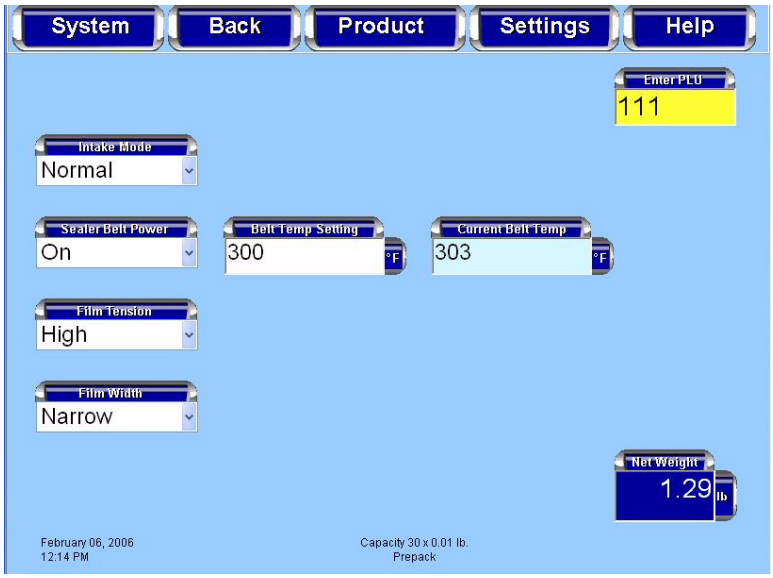
Settings Drop-Down Menu

The Setting Drop-Down Menu has the following selections:

- *Wrapper Screen*
  (only available when system connected to UWS)
- *Printer Settings Screen*
- *Date and Time Screen*
- *Total Type Screen*
- *Rezero Weigher Screen*

Settings Drop-Down - Wrapper Screen

From the ***Operator Main Menu Screen***, TOUCH Settings. TOUCH Wrapper. You should now be on the ***Wrapper Screen***.



To change the Intake Mode: TOUCH the Intake Mode field and bring up the Intake Mode drop-down selections either Normal, Default, or Gentle.

To turn on/off the Sealer Belt: TOUCH the Sealer Belt field and SELECT either On or Off.

To change the Belt Temperature: TOUCH the Belt Temperautre Setting field. The Numeric Keypad will be displayed. TYPE the Belt Temperature Setting on the Numeric Keypad. TOUCH Enter.

To change Film Tension: TOUCH the Film Tension field and SELECT either High, Medium, or Low.

To change the Film Width: TOUCH the Film Width field and SELECT either Narrow, Wide, or Automatic.

To load Wide Film: TOUCH the Load Wide Film button.

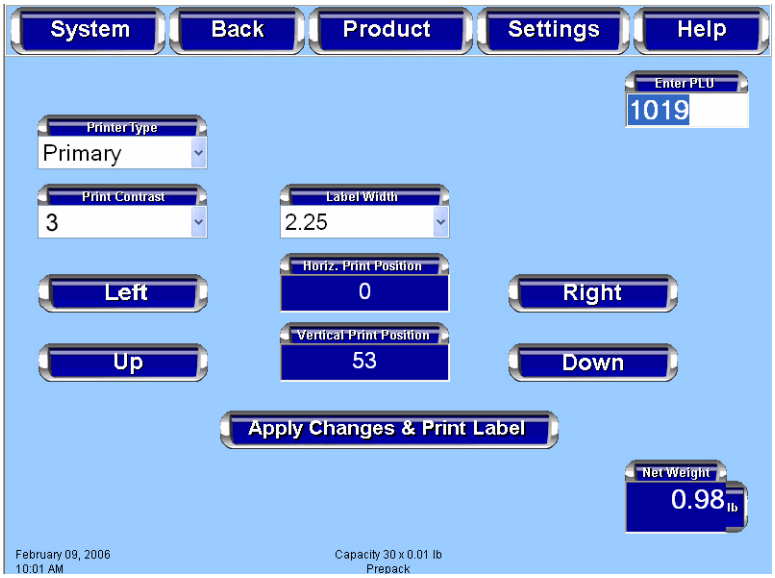
To load Narrow Film: TOUCH the Load Narrow Film button.

To cut the Film: TOUCH the Cut Film button.

To exit this screen: TOUCH Back.

Settings Drop-Down Menu - Printer Settings Screen

From the ***Operator Main Menu Screen***, TOUCH Settings. TOUCH Printer Settings. You should now be on the ***Printer Settings Screen***.



To change the Printer Type: TOUCH the Printer Type field and SELECT Primary, Second, Third, or None.

To change the Printer Contrast: TOUCH the Printer Contrast field and SELECT a number from 0-7. TOUCH the Apply Changes & Print Label button to save changes and print a sample label.

Note

Use the lowest contrast level that allows for acceptable print.

To change Label Width: TOUCH the Label Width field and SELECT the desired width. TOUCH the Apply Changes & Print Label button to save changes and print a sample label.

To change the Horizontal Print Position: TOUCH the Left or Right buttons on either side of the Horizontal Print Position field to move the print to the left or the right on the label. TOUCH the Apply Changes & Print Label button to save changes and print a sample label.

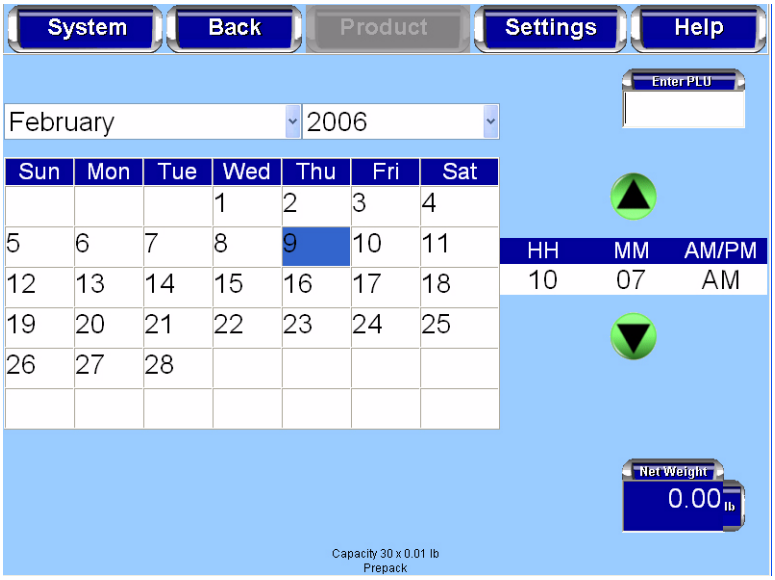
To change the Vertical Print Position: TOUCH the Up or Down buttons on either side of the Vertical Print Position field to move the print up or down on the label. TOUCH the Apply Changes & Print Label button to save changes and print a sample label.

To exit this screen: TOUCH Back.

Settings Drop-Down Menu - Date and Time Screen

The current date and time set for the Access PrePack System is shown on the Operator Main Menu Screen in the lower left hand corner.

From the ***Operator Main Menu Screen***, TOUCH Settings. TOUCH Date and Time. You should now be on the ***Date and Time Screen***.



To change the Month: TOUCH the month field and SELECT the month.

To change the Year: TOUCH the year field and SELECT the year.

To change the Day: TOUCH the day on the calendar.

To change the Hour: TOUCH the HH field and TOUCH the up or down arrow.

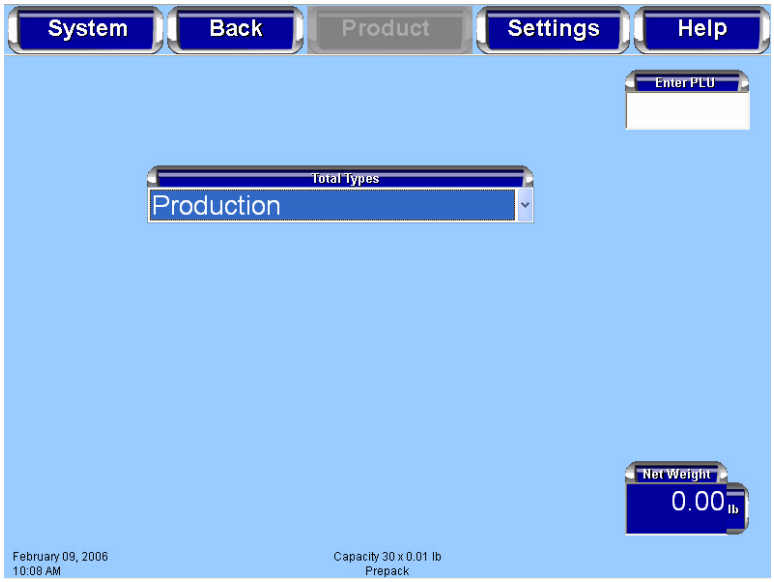
To change the Minute: TOUCH the MM field and TOUCH the up or down arrow.

To change AM/PM: TOUCH the AM/PM field to toggle between AM and PM.

To exit this screen: TOUCH Back.

Settings Drop-Down Menu - Total Type Screen

From the ***Operator Main Menu Screen***, TOUCH Settings. TOUCH Total Type. You should now be on the ***Total Type Screen***.



To select a Total Type: TOUCH the Total Type field and SELECT a Total Type.

To exit this screen: TOUCH Back.

Settings Drop-Down Menu - Rezero Weigher Screen

Ensure that nothing is on the scale. From the ***Operator Main Menu Screen***, TOUCH Settings. TOUCH Rezero Weigher. A process box will appear briefly; no other action is required.

Help Drop-Down Menu

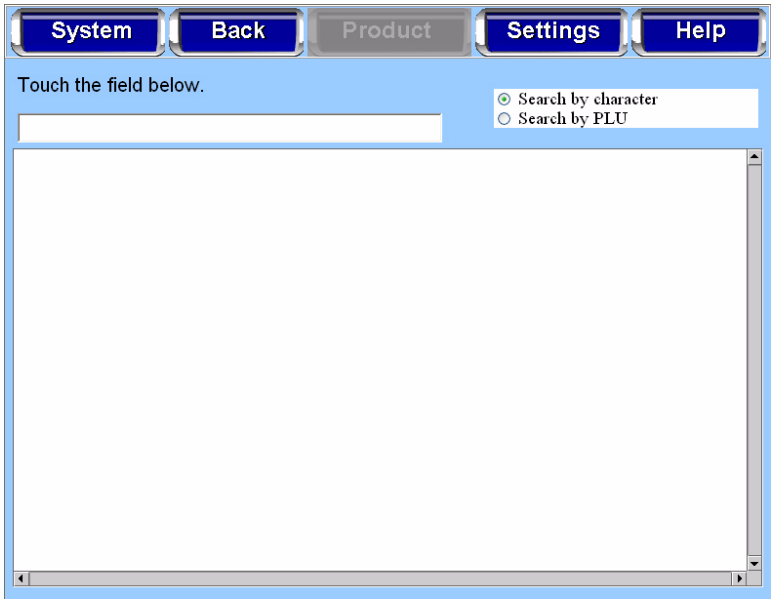
The Help Drop-Down Menu has the following selections:

- *Search Screen*
- *Describe this Page Screen*
- *Questions Screen*
- *Operator Note Screen*
- *About Access Screen*
- *Weights & Measures Screen*

Help Drop-Down Menu - Search Screen

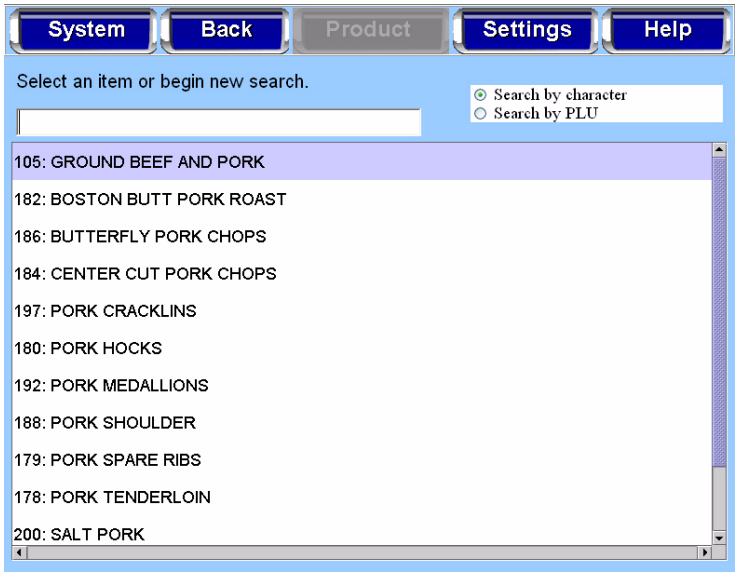
From the ***Operator Main Menu Screen***, TOUCH Help. TOUCH Search. You should now be on the ***Search Screen***.

A search can be performed by a product number or by a product description. TOUCH either the check box Search by character to perform a search by product description or Search by PLU to perform a search by product number.



To perform a Search by character: TOUCH the check box Search by Character. TOUCH the text field to the left of the check boxes to activate it for data entry. The Alpha Keyboard will be displayed on the screen. TYPE the letters on the keyboard describing the product. If the search does not begin automatically, TOUCH Done.

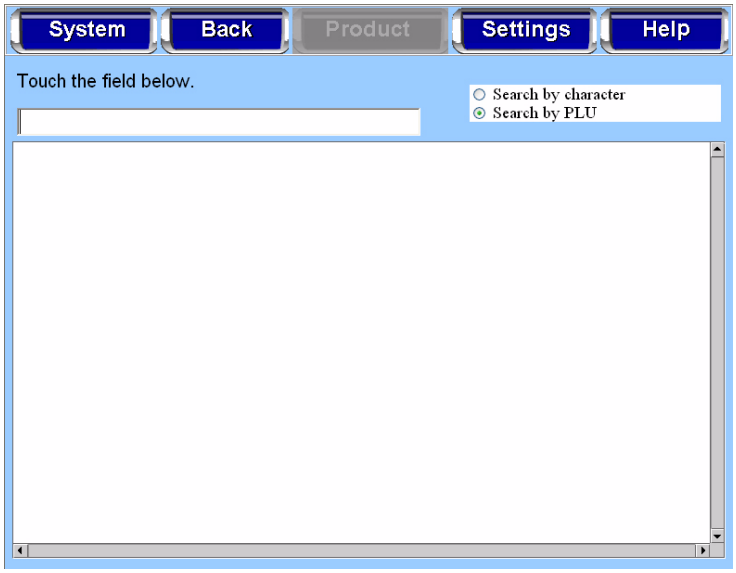
As shown on the screen below, a list of products is displayed.



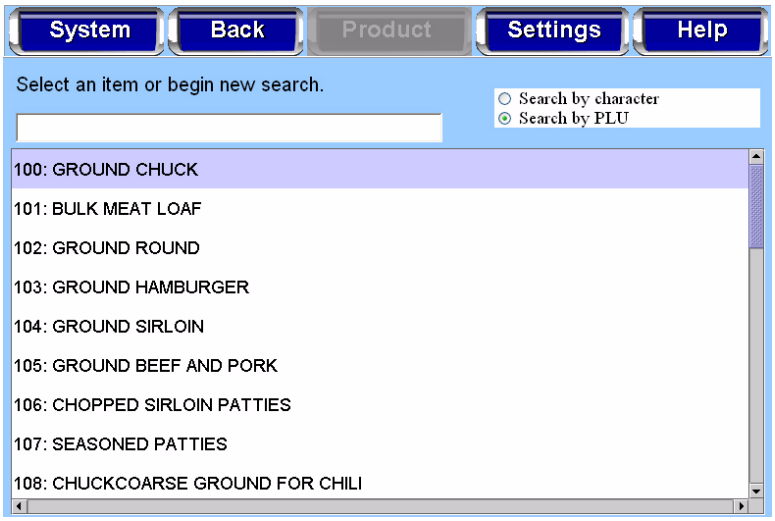
TOUCH the scroll bar arrows to the right of the box containing the product list to scroll up or down and view all of the products listed. TOUCH the scroll bar arrows below the box to view list entries that are wider than the box.

SELECT the desired product on the list. The ***Run Screen*** for the selected product will be displayed.

To perform a Search by PLU Range: TOUCH the check box Search by PLU. TOUCH the text field to the left of the check boxes to activate it for data entry. The Numeric Keypad will be displayed on the screen. TYPE the product number. If the search does not begin automatically, TOUCH Enter.



As shown on the screen below, a list of products is displayed.



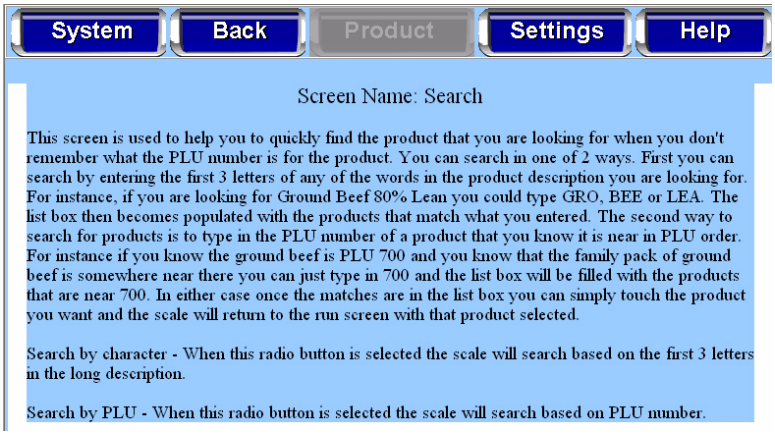
TOUCH the scroll bar arrows to the right of the box containing the product list to scroll up or down and view all of the products listed. TOUCH the scroll bar arrows below the box to view list entries that are wider than the box.

SELECT the desired product on the list. The ***Run Screen*** for the selected product will be displayed.

Help Drop-Down Menu - Describe this Page Screen

The Describe this Page Screen will give you tips about the current screen.

From the ***Operator Main Menu Screen***, TOUCH Help. TOUCH Describe this Page. You should now be on the ***Describe this Page Screen***.

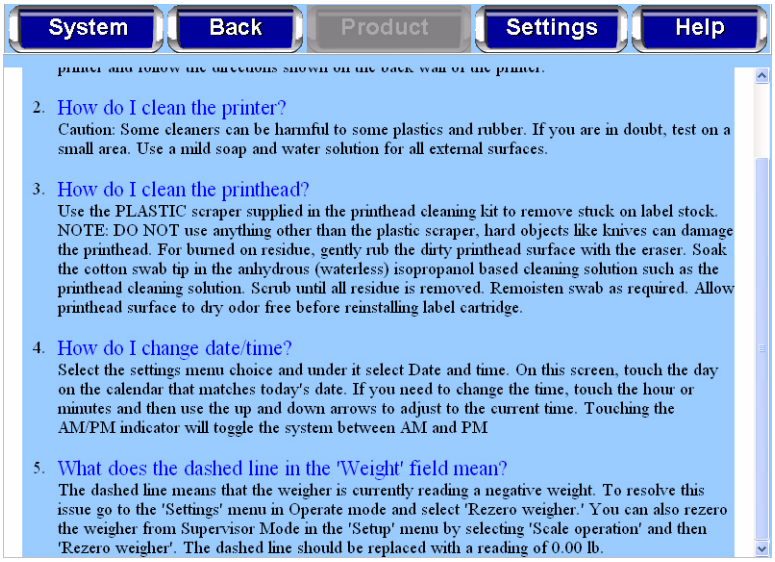


To exit this screen: TOUCH Back.

Help Drop-Down Menu - Questions Screen

The Questions Screen will show a list of frequently asked questions regarding the Access PrePack System operation and maintenance.

From the ***Operator Main Menu Screen***, TOUCH Help. TOUCH Questions. You should now be on the ***Questions Screen***.

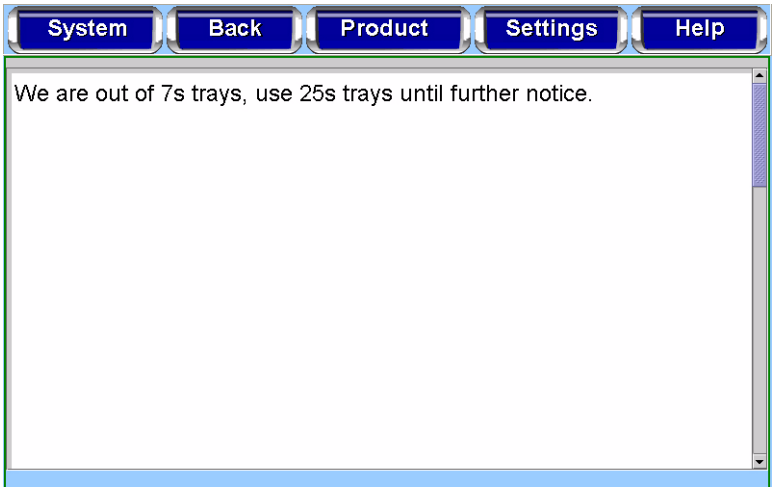


To view Questions: TOUCH the scroll bar on the right of the list of questions to scroll up and the down the list of questions.

To exit this screen: TOUCH Back.

Help Drop-Down Menu - Operator Note Screen

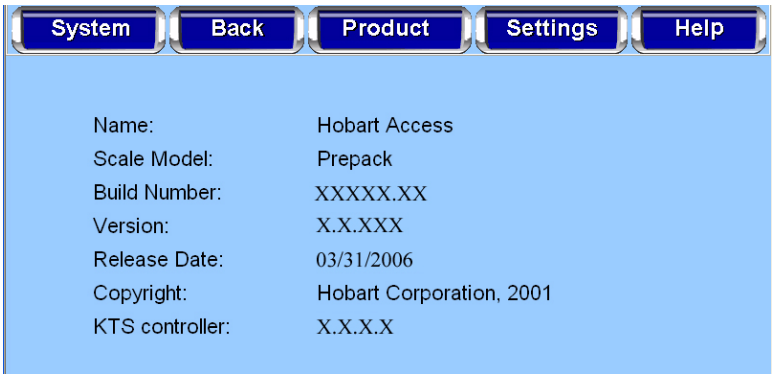
From the ***Operator Main Menu Screen***, TOUCH Help. TOUCH Operator Note. You should now be on the ***Operator Note Screen***. This is only available if there is a note.



To exit this screen: TOUCH Back.

Help Drop-Down Menu - About Access Screen

From the ***Operator Main Menu Screen***, TOUCH Help. TOUCH About Access. You should now be on the ***About Access Screen***.



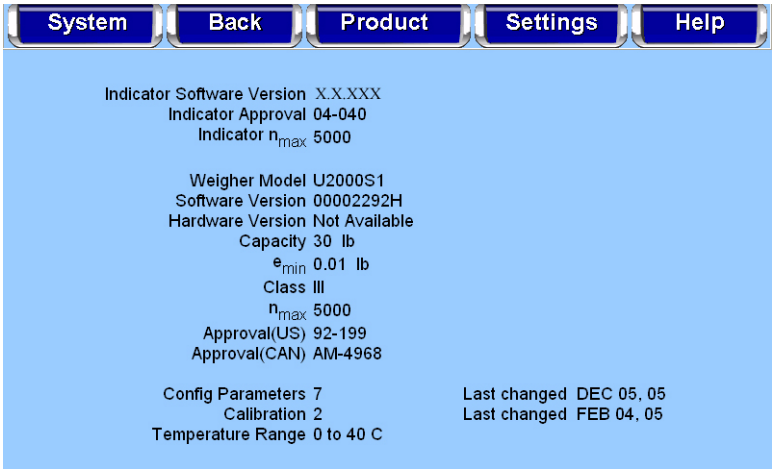
To exit this screen: TOUCH Back.

Help Drop-Down Menu - Weights & Measures Screen

From the ***Operator Main Menu Screen***, TOUCH Help. TOUCH Weights & Measures. You should now be on the ***Weights & Measures Screen***.

Note

The information on this screen will vary depending on the peripherals attached.



To exit this screen: TOUCH Back.

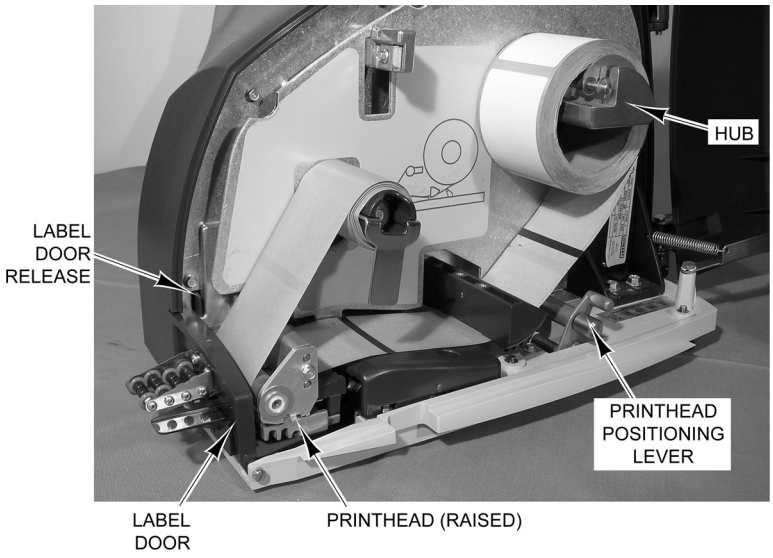
Chapter 4: Maintenance & Cleaning

Maintenance & Cleaning

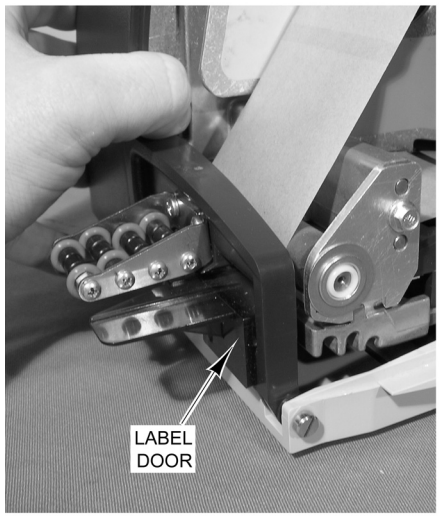
Removing Labels

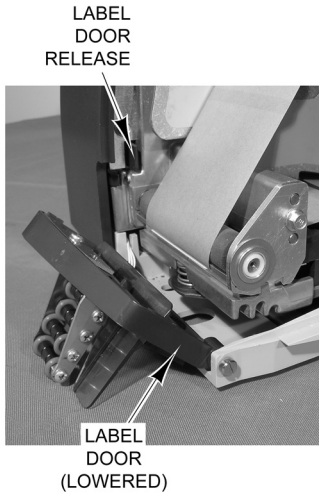
To remove labels from the printer:

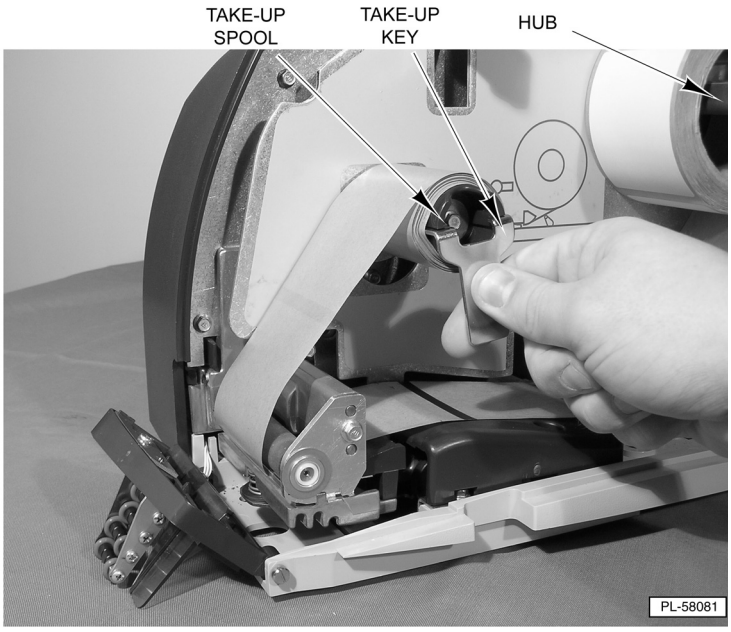
1. Open the printer label access door.
2. Pull the printhead positioning lever toward the printhead to lower the printhead.



3. Push and hold in the label door release located on the interior back wall behind the roller and lower the label door.







4. Remove the take-up spool key.
5. Remove the label backing paper from the take-up spool and the label roll from the hub.

Loading Labels

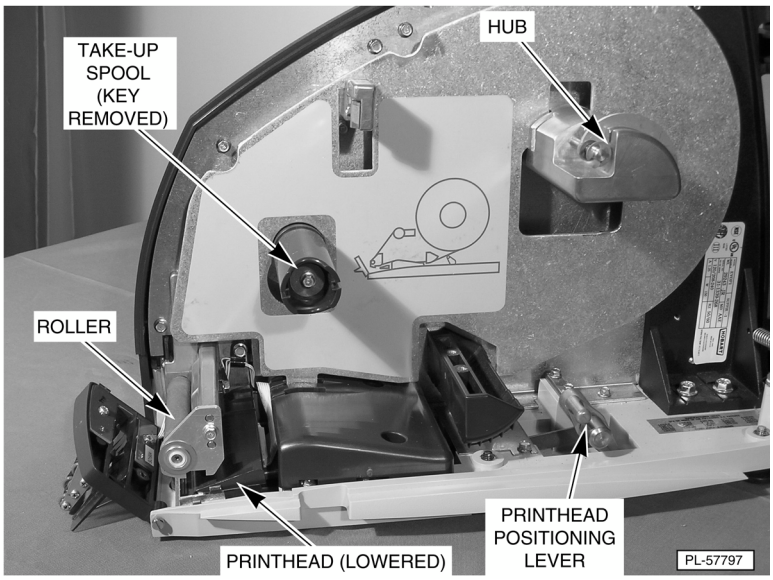
Note

Before loading labels:

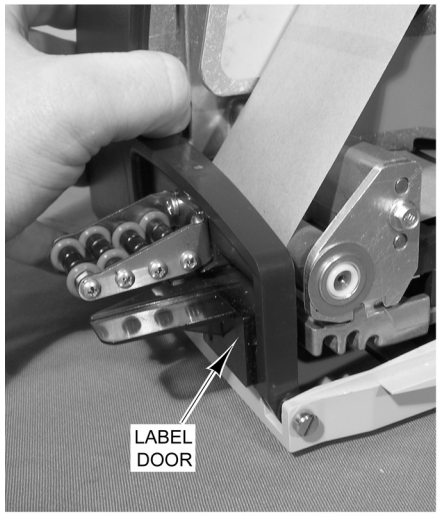
- See *Cleaning the Printhead*.
- See *Setting the Label Size Plate*.

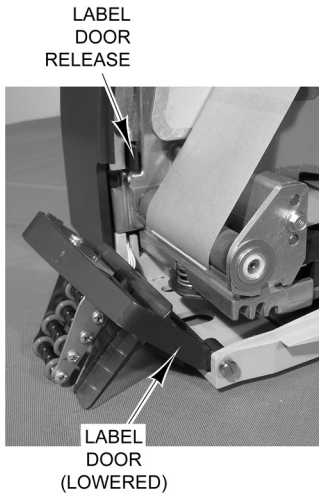
To load labels in the printer:

1. Remove labels from the first 12 inches of the new label roll. This will create a leader to attach to the take-up spool.
2. Pull the printhead positioning lever toward the printhead to lower the printhead.

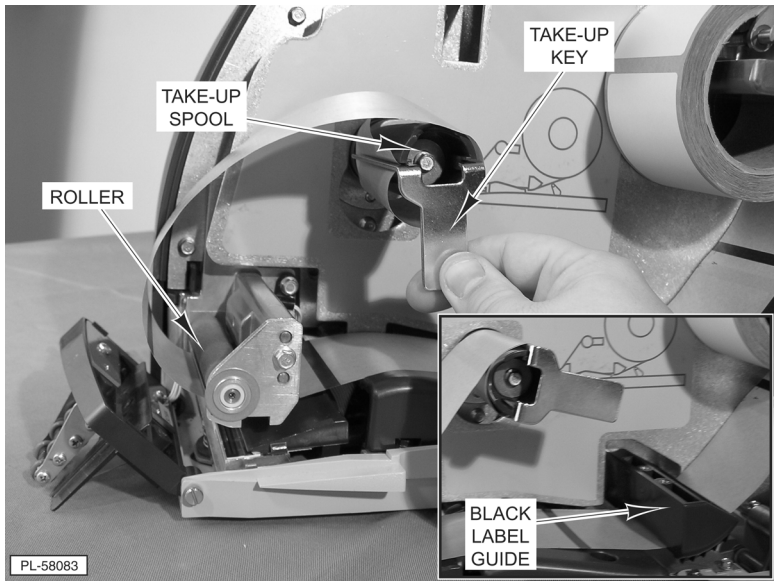


3. Push and hold in the label door release located on the interior back wall behind the roller and lower the label door.



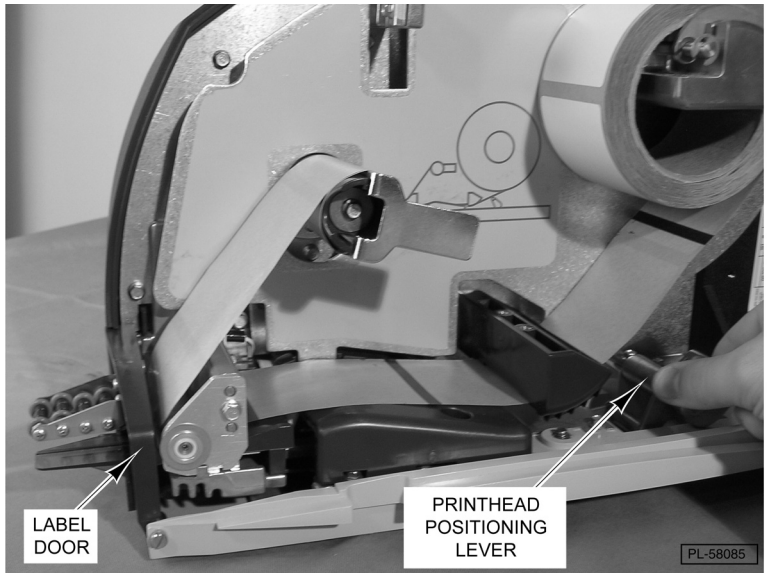


4. Place the label roll on the hub. The leader feeds from the bottom of the roll in a clockwise direction.
5. Remove the take-up spool key.



6. Wrap the leader under the black label guide, around the roller and the take-up spool and insert the take-up spool key. Insert the short side of the key first and catch the leader under the long side of the key.
7. Take up the leader slack and align the leader on the spool.

8. Close the label door on the front of the printer.

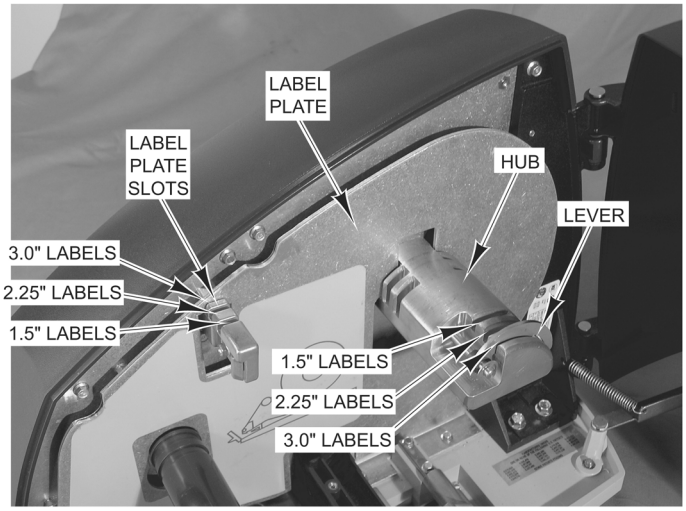


9. Pull the printhead positioning lever away from the printhead to raise the printhead into position. The printer will automatically advance the labels through the printhead setting the labels in the ready position.
10. Close the printer label access door.

Setting the Label Size Plate

To set the label size plate:

1. Lift the label plate and set it in the slots for the size labels being used.
2. Move the lever on the hub to the slot for the size labels being used.



Note

If you change the label size, make sure to adjust the printer settings (see *Printer Settings Screen*).

Cleaning the Printhead

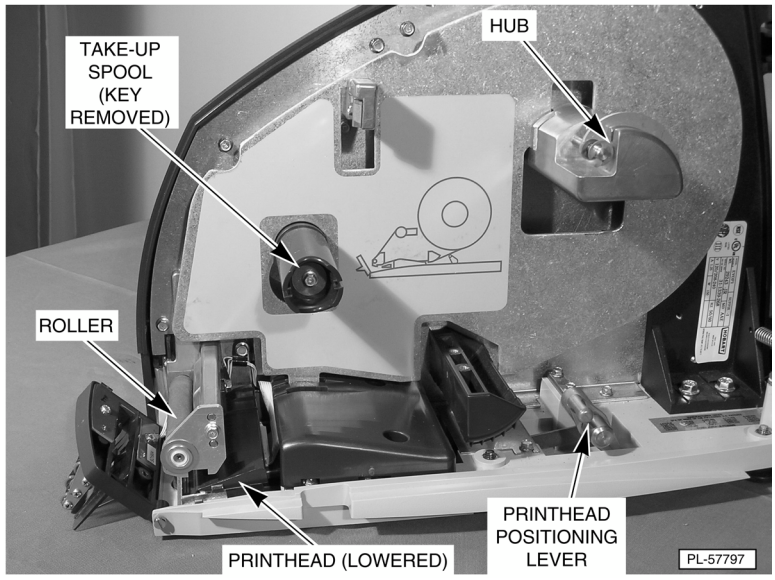
The printhead of your Access PrePack System Printer should be cleaned approximately once each week, or whenever labels are obstructed due to a residue buildup on the printhead and/or roller. It is a good idea to clean the printhead roller whenever a new roll of labels is installed. To obtain a Printhead Cleaning Kit, contact your local Hobart Representative; request Part Number 00-184326.

Look At This

Do not use a metal tool on the printhead. This could scratch or break the printhead. In addition, monitor the printer to look for labels stuck on the printer parts. If found, remove these labels at once following the instructions given below.

To clean the printhead:

1. With the label door lowered, the labels removed and the printhead in the lowered position, check to see if the printhead is clean and free of label stock and label adhesive.



2. Use the scrapper from the Printhead Cleaning Kit to remove stuck-on label stock.
3. To remove burnt-on adhesive, gently rub the printhead surface with the eraser from the Printhead Cleaning Kit.
4. Using the cleaner and a swab from the Printhead Cleaning Kit, scrub the printhead until all of the residue is removed.
5. Clean the roller with the cleaner and swabs.
6. Allow the printhead and roller to dry before loading the labels.

Troubleshooting

In the event that your Access PrePack System does not operate as expected, please reference the following troubleshooting steps before calling for service.

If you are experiencing problems with the system, the following scenarios may be of help.

Problem	Possible Cause	Action/Solution
There is no display on the display unit.	You may not have power running to the system.	Verify the following connections: • *Power cord is plugged into a working electrical outlet.* • *Power cord is plugged into the rear of the printer.* • *Display unit power cord is plugged into the printer.* • *Display unit power cord is plugged into the display unit.* • *USB cable is plugged into the printer.* • *USB cable is plugged into the display unit.*
The Operator ID was not accepted.	You may have entered the wrong ID.	Verify that you are entering the proper ID. If correct, have your supervisor check the ID number.
Product number was not found.	You may have entered an invalid product number.	Verify the product number.
System prompts you to take a label. No label is present.	A portion of the label may be 'hidden' in the label exit.	Make sure that the label exit is clear.
Partial non-printed label is exposed.	The labels may be improperly threaded.	Verify that labels are properly threaded.
System prints blank labels or partially printed labels.	The labels may be improperly threaded or the printhead or roller may be dirty.	Check to see that labels are threaded properly. If the problem persists, clean the printhead using the Hobart Printhead Cleaning Kit.

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